

What Does This Mean to Me?

Electronic Visit Verification: Tellus EVV Technical Requirements

August 2020

The Department for Medicaid Services (DMS) is transitioning to [electronic visit verification \(EVV\)](#) for some services offered through [Kentucky's 1915\(c\) Home and Community Based Services \(HCBS\) waivers](#). The federal government requires states to use EVV as part of the [21st Century Cures Act](#) to continue receiving critical funding for 1915(c) HCBS waiver programs. A list of services required to use EVV is available at <https://bit.ly/kyevvservices>.

EVV is an electronic system used to confirm a waiver participant receives the services identified on their person-centered service plan. More information about EVV is available on the [DMS EVV website](#) at <https://bit.ly/kywaiverEVVinfo>.



Who Must Use EVV?

Beginning January 1, 2021, paid caregivers must use EVV to document details of the care they provide. Provider agencies must use EVV to bill EVV-affected services.

- **Paid Caregivers** include direct service providers (DSP) who work for traditional provider agencies or participant-directed services (PDS) employees hired by a waiver participant to provide non-medical services.
- **Provider agencies** include traditional provider agencies and financial management agencies (FMAs). FMAs bill services on behalf of waiver participants who use PDS and make sure PDS employees are paid for the services they deliver.

If a provider agency plans to use Kentucky's state-sponsored EVV solution, known as Tellus EVV, DSPs and PDS employees will need to access the Tellus EVV+ mobile application. Provider agency administrators will need to use the Tellus EVV Administrative Portal and Tellus Claims portal. Below are the specifications for devices, computer operating systems, and browsers compatible with Tellus EVV.

Please note that if a provider agency currently uses a different EVV system or plans to choose its own EVV system, it will still need to access the Tellus claims portal for billing purposes. Third-party EVV systems must integrate with Tellus EVV to allow provider agencies to bill for services in the EVV scope and for DMS to conduct quality assurance activities. If a provider agency plans to use a third-party system, please email integrations@4tellus.com **no later than August 31, 2020**, to begin the integration process.



Tellus EVV+: Mobile Device Requirements

Tellus certifies that the Tellus EVV+ mobile app will work on with tablets or smartphones that:

- ✓ Have any Android or iOS operating system version listed in the "Supported Mobile Operating Systems" box below.
- ✓ Have GPS.
- ✓ Have a storage capacity of 50MB or higher. 50MB is equal to .05GB.

Mobile devices do not need Bluetooth, voice support, or minimum memory requirements to work with the Tellus EVV+ mobile app.

Supported Mobile Operating Systems*		For Use With	Who Primarily Uses This?
Apple Devices	iOS version 9 or higher	Tellus EVV+ mobile app	Paid caregivers linked to provider agencies who choose Tellus EVV. **
Android Devices	Android Version Lollipop 5.0 or higher		

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**You can check the version of a device's operating system by looking under "Settings" on the device.*

***Paid caregivers should direct questions about which system they will use for EVV to their provider agency.*

Tellus EVV: Other Software Requirements

Supported Computer Operating Systems*		For Use With	Who Primarily Uses This?
Windows	Windows Version 7 or higher (32 or 64 bit)	Tellus EVV Administrative Portal and Tellus Claims Portal	Provider agency EVV administrators
Apple	Mac OS version X (10) or higher		

Supported PC Browsers*		For Use With	Who Primarily Uses This?
Microsoft Edge	Version 16 or higher	Tellus EVV Administrative Portal and Tellus Claims Portal on a computer	Provider agency EVV administrators
Google Chrome	Version 4 or higher		
Apple Safari	Version 10 (Mac) or 4 (Windows) or higher		
Mozilla Firefox	Version 57 or higher		

Supported Mobile Browsers***		For Use With	Who Primarily Uses This?
Android	Google Chrome Version 4 or higher	Tellus EVV Administrative Portal and Tellus Claims Portal on a mobile device	Provider agency EVV administrators
Apple	Mac OS version X (10) or higher		

*****Important note:** Tellus will support any operating system and browser listed below only as long as supported by the product supplier, and only so long as Tellus determines that there are no security flaws that could compromise Tellus information security.

Tellus EVV: Mobile Device Management

Mobile Device Management (MDM) is a solution businesses sometimes use when issuing a device to an employee or as a safeguard with a "bring your own device" policy for employees. MDM allows businesses to control which apps are present on a device and app access to device resources such as storage, mobile data usage, and the camera. MDM also allows for device location and securing of the device if lost or stolen. Many businesses use a third-party MDM software. Some of the most popular third-party MDM providers are:

- Google MDM
- Microsoft Intune
- Cisco Meraki
- IBM MaaS360
- AirWatch
- Citrix XenMobile
- SAP Mobile Secure

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- Jamf Pro
- Samsung Knox

If a provider agency uses an MDM solution, it must be configured to allow the Tellus EVV+ mobile app access to certain functions. Those functions are listed below. **Optional** means it is possible to use the Tellus EVV+ mobile app without this function. Required means the Tellus EVV+ mobile app will not work effectively without access to that function.

Function	Required or Optional	Reason
Camera	Optional	For app user to take avatar picture
Face ID (if available)	Optional	To allow app user to login using facial recognition
Fingerprint ID (if available)	Optional	To allow app user to login using fingerprint
Location Services	Required	To allow app user to log geo-location of visit at check-in and check-out
Photo Library	Optional	For app user to select avatar picture
Mobile Data	Required (unless user only accesses internet via WiFi network)	For internet access
WiFi Data	Required (Unless user only accesses internet via mobile data)	For internet access
File Storage	Required	To temporarily store encrypted visit data until it is downloaded to the Tellus EVV system

If you have questions about EVV, please email MedicaidPublicComment@ky.gov or contact the 1915(c) Waiver Help Desk at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov.